



**COMMONWEALTH OF VIRGINIA**  
**DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**Benefits Administrator Memo #04-07**

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**To:** Benefits Administrators  
**From:** Mary Habel, Director  
State and Local Health Benefits Programs  
**cc:** All OHB  
**Date:** June 10, 2004  
**Re:**

- Distribution of 2004 COVA Care Member Handbooks
- Searching the COVA Care Member Handbook online
- Mailing of Plan ID cards effective July 1, 2004
- Important note on part-time classified employee coverage

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**COVA Care Member Handbook Distribution**

Agency Benefits Administrators will be providing new 2004 COVA Care Member Handbooks to employees enrolled in the COVA Care basic plan and COVA Care with additional coverage options (Expanded Dental, Out-of-Network and Vision, Hearing and Expanded Dental). The member handbooks will be shipped to you from June 10 – 15 for distribution to your agency's employees. Your supply is based on the BES count for your agency (by payroll number) plus 8 percent. Please do not order an additional supply until you receive the original distribution.

Limited additional quantities of the member handbook will be available in stock. Once this supply is depleted, the books will be printed "on-demand" only. The goal is to cut printing costs and reduce inventory, yet still provide timely delivery. Use the Commonwealth of Virginia Materials Order Form to order your member handbooks, and please allow 10-14 days for delivery.

**New Online Search Function for COVA Care Member Handbook**

The 2004 COVA Care Member Handbook may be found on the DHRM Web site at [www.dhrm.virginia.gov/hbenefits/hbhandbooks/covacarehandbook2004.pdf](http://www.dhrm.virginia.gov/hbenefits/hbhandbooks/covacarehandbook2004.pdf). You may easily find the topic that requires research! Added to this year's online member handbook are both a Bookmark and Search function. Use the Bookmark if you want to search by heading and the Search (or Find function in some versions of Adobe Acrobat) for individual topics. In addition, an index is now at the end of the member handbook.

## **ID Card Mailing for Plans Effective July 1, 2004**

Employees who elected COVA Care basic or COVA Care with additional coverage options will be mailed four separate identification (ID) cards at their home addresses between June 21 and June 25. Each administrator's (Anthem, ValueOptions, Medco and Delta Dental) ID card package will include a cover letter and ID card. Medco's package also will include a three-tier drug program guide, a Home Delivery Pharmacy Service order form and an Allergy Questionnaire. ValueOptions will enclose a brochure on its behavioral health and Employee Assistance Program (EAP) services. Non-Medicare retiree group members and Extended Coverage participants will receive a new 2004 COVA Care Member Handbook in their Anthem ID card package.

ID cards and plan information for the Kaiser Permanente HMO plan will be mailed to the home addresses of new members only and should be received by late June. After July 1, new members will receive a Welcome to Kaiser Permanente care package, including a letter, Healthwise Handbook (relating to health issues), and Provider Directory. In a separate mailing, they will receive their Evidence of Coverage.

Except for ID card requests, please send ID card-related issues to the Office of Health Benefits at [hbp@dhrm.virginia.gov](mailto:hbp@dhrm.virginia.gov). Employees must contact the individual administrators if they need replacement ID cards. If employees have questions about ID cards, refer them to the Identification Cards section of the COVA Care Frequently Asked Questions for July 1 on the DHRM Web site at <http://www.dhrm.virginia.gov/hbenefits/openenroll04/OEfaq.html>. More information on ID card requests will be provided soon in a separate communication.

## **About Your Benefits Booklet**

A new overview of all benefits provided through the State Health Benefits Program will be available on the DHRM Web site soon and for orders by the end of June. This booklet is targeted especially to new employees to introduce them to their benefits. If you have already ordered this publication, **please resubmit your order** for this item on the Commonwealth of Virginia Materials Order Form no earlier than June 28. Thank you for your patience.

## **Important Reminder on Coverage for Part-time Classified Employees**

The same health benefits rules apply to part-time classified employees (and other similarly situated employees in executive and legislative branches, and independent agencies) who enroll as for all other eligible employees. Please be sure to educate these employees that if they enroll, they:

- Pay the total premium for their health coverage
- **Cannot drop their coverage until the next Open Enrollment or until they experience a consistent qualifying mid-year event**

As always, thank you for your assistance as we begin a new plan year for health coverage and Flexible Reimbursement Accounts.